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Sep 4th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Please do NOT cut out small internet providers from providing competition in the market place - WE NEED THEM. When AT&T rolled out fiber optic internet to the rural community in which our business operates it was a nightmare. The technical quality of the new lines was outstanding but the customer service could not have been worse.

AT&T could not seem to deliver the pricing they promised. Calls to customer service were an exercise in harassment. First dealing with an "AUTOMATED PHONE TREE" and long wait times only to find that the representative did not have any of the information which you had previously keyed in. Then going through LONG interactions which seemed to move more in circles than towards resolution and frequently getting dropped only to start the long process over again. Discovering on the next billing that none of the promised adjustments had been made only to call back and be told "things were in the back office" and may take a couple of cycles to post. And after "getting things settled" suffering some tremendous rate increases only to work negotiations out yet again. Finally needing to involve the California PUC to ultimately resolve our billing issues.

When SONIC opened up in our rural community, we jumped at it. Their phone is answered by an intelligent, helpful, real human being who swiftly answers your questions or directs your call professionally. Their tech department works hard at making the service work and even will help with issues not related to their delivery. Their pricing is FAIR and the price you are quoted is the one you pay - no teaser rates - no random increases - just HONEST, FAIR and REASONABLE. In short - this is HOW INTERNET SHOULD BE DELIVERED to our country. WE NEED these smaller independent companies. Please do NOT limit their ability to compete.

Fred Karlen